



PATENT
2642

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil K. Annadata, Wai H. Pak, Mingte Chen, Henry D. Jay
Assignee: Siebel Systems, Inc.
Title: System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing
Serial No.: 09/823,770 Filing Date: March 31, 2001
Examiner: Quynh H. Nguyen Group Art Unit: 2642
Docket No.: SBL0002US Client Ref. No. SIEB060/US

Austin, Texas
May 4, 2005

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

**INFORMATION DISCLOSURE STATEMENT
UNDER 37 C.F.R. § 1.97(c)(2)**

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Pursuant to 37 C.F.R. § 1.98(a)(2), which was amended on September 21, 2004, to eliminate the requirement for submitting a copy of each U.S. patent or U.S. patent application publication listed in an IDS, no copies of U.S. patents or U.S. patent applications are provided. Copies of any listed foreign patent documents, pending non-published U.S. patent applications, and non-patent literature are enclosed.

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2. a representation that a search has been made; or
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Please charge the fee of \$180.00 under 37 CFR §1.17(p) for submission of an Information Disclosure Statement (plus any other fees which may be required) to Deposit Account No. 502306.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, Virginia, 22313-1450, on May 4, 2005.


Attorney for Applicant(s)

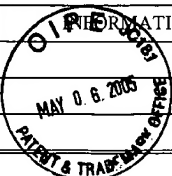
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Date of Signature

Respectfully submitted,



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U.S. Department of Commerce, Patent and Trademark Office					Atty Docket No.	Serial No.	
					SBL0002US	09/823,770	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)					Applicants		
					Anil K. Annadata et al.		
					Filing Date	Group	
					March 31, 2001	2642	
U.S. Patent Documents							
*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	AA	5,524,147	Jun. 4, 1996	Bean	379	265	
	AB	5,699,361	Dec. 16, 1997	Ding, et al.	370	431	
	AC	5,905,879	May 18, 1999	Lambrecht	395	297	
	AD	5,946,399	Aug. 31, 1999	Kitaj, et al.	380	49	
	AE	5,983,019	Nov. 9, 1999	Davidson	395	705	
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	AG	6,138,158	Oct. 24, 2000	Boyle et al.	709	225	
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	AM	6,463,292	October 8, 2002	Rahman	455	466	
	AN	6,493,695	Dec. 10, 2002	Pickering et al.	706	47	
	AO	6,507,868	Jan. 14, 2003	Simmon et al.	709	219	
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		Publication Number	Pub. Date	Name	Class	Subclass	Filing Date If Appropriate
	AP	US 2003/0018702	Jan. 23, 2003	Broughton et al.	709	202	
	AQ	US 2003/0009520	Jan. 9, 2003	Nourbakhsh et al.	709	204	
	AR	US 2002/0032809	Mar. 14, 2004	Bateman et al.	710	5	
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)							
	AS	SCHMIDT, et al., Experiences with an Object-Oriented Architecture for Developing Dynamically Extensible Distributed System Management Software, November 28 – December 2, 1994, pages 500-506.					
Examiner			Date Considered				
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.							

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	AA						
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
Foreign Patent Documents							
		Document	Date	Country	Class	Subclass	Translation
							Yes No
	AL	EP 1113656 A2	July 4, 2001	EP	3	523	
	AM						
	AN						
	AO						
	AP						
Foreign Patent Application Publication							
		Document	Date	Country	Class	Subclass	Yes No
	AQ	WO 97/42728	13 Nov 1997	PCT			X
	AR	WO 00/49778	24 Aug 2000	PCT			X
	AS	WO 97/16014	1 May 1997	PCT			X
Examiner			Date Considered				
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